

# Orienting Access Services Staff to Library Service points

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Rob Withers – Miami University

# Circulation staff have many roles:

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- Inventory control
- Security
- Billing
- Conflict mediation
- Greeter
- Receptionist



# Challenges

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- Many circ staff hired from outside the library
- Non-standard schedules



# Background: About the Miami Univ. Libraries

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- Central facility (24/7 operations)
- 3 On-campus branches
- 2 Regional campus branches
- 1 Off-site storage facility



# Background: My Tortured Past

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- Circulation
- Acquisitions
- Technical Services / Systems
- Web Development / Instruction / Reference
- Assistant to the Dean
- Access Services again!



# Traditional orientation for Circ Staff

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- ~~Introduction to every single staff member....~~
- Walkthrough of main facility
- Tour of other on-campus circ points



# Traditional Follow-ups to Orientation

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New staff sent to tour off-campus facilities:

- Regional campuses
- Off-site storage facility



# Catalysts for change

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- “The Center for Digital Scholarship – what’s that???”
- “What’s so special about Special Collections?”
- “How does the library decide what books to buy?”
- UPS Guy “I need a signature for a delivery to [name]”





# First Attempt at Department Orientation

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- Dep't w/ new outreach / instruction librarian
- Used to explaining department to outsiders
- Scenario – based explanations
- Success!



# Second Attempt at Department Orientation

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- Dep't w/o public services mission
- Not used to explaining department to outsiders
- Heavy use of jargon
- Presentation organized by position, not scenarios
- Migraine!



# Change #1: Circ Staff Survey

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- In 1 paragraph, what does dept/svc. point do?
- How have you interacted in past?
- What questions do you have?



## Change #2: Questions for Presenter

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- In 1 paragraph, explain your department to my mother.
- How have you interacted w / circ staff in past?
- What do you wish people outside your dept knew?



# Service Points to Date

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- Archives
- Center for Digital Scholarship
- Center for Information Management
- Preservation
- Special Collections
- Technical Services
- Writing Center



# Pending Service Points

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- Collection Development
- Office of Research for Undergraduates
- New Student Center



# Results

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- Positive feedback
- Staff use of library facilities
- Staff who move on to other jobs staying in library



Questions?!?

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# More information

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